

REQUEST FOR QUOTATIONS

GOODS	X
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DESCRIPTION:	PROVISION OF SUBSCRIPTION LICENSING, IMPLEMENTATION AND SUPPORT FOR MANAGEENGINE SERVICEDESK PLUS AND MANAGEENGINE ANALYTICS PLUS, INCLUDING USER AND ASSET LICENSING, SYSTEM CONFIGURATION AND TRAINING SERVICES		
RFQ NUMBER:	SARAO-SICT-TM-(PRF-3878)-2026-27		
RFQ PUBLICATION DATE	02 April 2026		
CLOSING DATE AND TIME:	14 April 2026 at 11:00AM		
QUOTATIONS TO BE SUBMITTED VIA EMAIL TO:	tmothupi@sarao.ac.za		
PREFERENCE POINTS SYSTEM:	80/20		
DELIVERY INFORMATION – N/A			
LOCATION:	N/A		
LEAD TIME (purchase order date)	Within 5 working days after receiving the official purchase order		
Enquiries relating to bidding procedures may be directed to:		Technical enquiries may be directed to:	
Contact person:	Tumelo Mothupi	Contact person:	Brendon Harris
E- Mail address:	tmothupi@sarao.ac.za	E- Mail address:	brendon@sarao.ac.za
Telephone No:	011 268 3423	Telephone No:	021 506 7300

SUPPLIER INFORMATION

Name of Bidder Name:

Street Address:

Telephone Number

Code Number

Cell Phone Number

Code Number

Facsimile Number

Code Number

E-Mail Address

VAT Registration Number

**Tax
Compliance
Status**

Tax
Compliance
System PIN

OR

Central Supplier
Database No.

MAAA

**B-BBEE Status
Level Verification
Certificate**

Tick Applicable Box.
 Yes No

**B-BBEE Status
Level Sworn
Affidavit**

Tick Applicable Box.
 Yes No

[A B-BBEE status level verification certificate/sworn affidavit (for EMEs & QSEs) must be submitted in order to qualify for preference points for B-BBEE – also refer to the SBD 6.1]

**Are you the accredited
representative in South
Africa for the
goods/services/works
offered?**

Yes No
[If yes
enclose
proof]

**Are you a foreign-
based supplier for
the
goods/services/work
s offered?**

Yes No
[If yes, answer the
questionnaire below]

Is the entity a resident of the Republic of South Africa (RSA)?

Yes No

Does the entity have a branch in the RSA?

Yes No

Does the entity have a permanent establishment in the RSA?

Yes No

Does the entity have any source of income in the RSA?

Yes No

Is the entity liable in the RSA for any form of taxation?

Yes No

If the answer is "No" to all of the above, then it is not a requirement to register for a tax compliance status system pin code from the South African Revenue Service (SARS).



1. INTRODUCTION TO SARAO

The South African Radio Astronomy Observatory (SARAO, formerly in part SKA SA) is the business unit of the National Research Foundation (NRF) that houses and operates South Africa's national radio telescope shared facilities, including the MeerKAT, KAT-7, and Hartbeeshoek 26-m radio telescopes.

As a member of the international effort to build the Square Kilometre Array (SKA), which will be the world's largest radio telescope, South Africa (through the NRF's business units) is responsible for the construction and operation of the MeerKAT precursor telescope, for hosting the SKA Mid Frequency telescope, and for implementation of the African VLBI Network.

The SARAO project office has offices based in Johannesburg and Cape Town, as well as the radio-quiet SKA host site in the Karoo, 90km from Carnarvon in the Northern Cape, which hosts the Square Kilometre Array mid-frequency telescopes, MeerKAT, and KAT-7 radio telescope installations, as well as a number of guest instruments, including the HERA telescope.

2. SUPPLY SPECIFICATIONS

SARAO invites the submission of quotations for the provision of subscription licensing, implementation and support for ManageEngine ServiceDesk Plus and ManageEngine Analytics Plus, including user and asset licensing, system configuration and training services as per the following:

ITEM NUMBER	DESCRIPTION OF ITEM(S) / SERVICE(S) REQUIRED	QUANTITY OF ITEMS	ITEM QUOTED YES/NO
1.	ManageEngine ServiceDesk Plus Professional Edition - Subscription Model	1	
2.	Annual Subscription fee for 24 Technicians (500 IT Assets) Annual Subscription fee for additional 100 nodes - for a total of 600 Nodes **base additional nodes start at 100 Nodes	1	
3.	ManageEngine ServiceDesk Plus Standard Edition - Subscription Model Annual Maintenance Service for 5 Technicians NEW ESM License	1	
4.	ManageEngine Analytics Plus Professional Edition - Annual Subscription Model Annual subscription fee for Base Pack (2 users included)	1	
5.	Annual subscription fee for Additional 3 users	1	
6.	Annual subscription fee for 44 Viewers pack (for a total of 5 Users)	1	
7.	ServiceDesk Plus Professional Basic Implementation (IMPSPD002) Base Implementation Pack for ServiceDesk Plus Professional [Portal 1]	1	
8.	ServiceDesk Plus Standard Basic Implementation (IMPSPD001) Base Implementation Pack for ServiceDesk Plus Standard [Portal 2]	1	
9.	Remote Scoping and Implementation for Analytics Plus Professional Edition	10	
10.	Remote Admin Training for Analytics Plus Professional Edition	4	

Key notes for bidder's attention;

- All licences must be uploaded via the SARAO Portal or through the link provided.

3. EVALUATION PROCESS

The RFQ will be evaluated in the following two phases:

Phase 1:	Administrative compliance / submission of all returnable documents and completion of all returnable schedules
Phase 2:	<p>80/20 preferential point system in terms of PPPR22</p> <ul style="list-style-type: none"> - 80 – Price (vat and all taxes included) - 20- Specific goals (BBBEE STATUS LEVEL) Refer to SBD6.1 <p>Specific goals: <i>relevant in accordance with the B-BBEE Codes of Good Practice and the PPPFA that are contracting with persons, or categories of persons, historically disadvantaged by unfair discrimination on the basis of race, gender, or disability</i></p>

Phase 1 – Administrative Compliance

All returnable documents marked mandatory ('M'), must be completed or submitted by service providers in order to proceed to be evaluated further in Phase 2.

Returnable Document/ Schedule	Mandatory (M) / Optional (O)
Signed SBD 1 form	M
Signed and completed SBD 3.1 form (pricing schedule)	M
Signed and completed SBD 4 form	M (=> R 2 000)
Signed and completed SBD 6.1 form	M (=> R 2 000)
Valid BBBEE certificate, or sworn affidavit detailing annual turnover, in the case of EMEs and QSEs	O (preference points will not be allocated if not submitted)
CIDB requirement (If applicable)	N/A

4. PRICING SCHEDULE – PURCHASES (SBD 3.1) FIRM PRICES

NOTE: ONLY FIRM PRICES WILL BE ACCEPTED. NON-FIRM PRICES (INCLUDING PRICES SUBJECT TO RATES OF EXCHANGE VARIATIONS) WILL NOT BE CONSIDERED

IN CASES WHERE DIFFERENT DELIVERY POINTS INFLUENCE THE PRICING, A SEPARATE PRICING SCHEDULE MUST BE SUBMITTED FOR EACH DELIVERY POINT

OFFER TO BE VALID FOR 30 DAYS FROM THE CLOSING DATE OF BID.

Respondents are requested to complete the pricing schedule below in response to this Scope of Work. If the respondent feels there are any additional items that should be priced but were not included as part of the original scope of work, please include them in a separate pricing schedule.

ITEM NO	DESCRIPTION	QUANTITY	RATE PER ITEM	TOTAL
1.	ManageEngine ServiceDesk Plus Professional Edition - Subscription Model	1		
2.	Annual Subscription fee for 24 Technicians (500 IT Assets) Annual Subscription fee for additional 100 nodes - for a total of 600 Nodes **base additional nodes start at 100 Nodes	1		
3.	ManageEngine ServiceDesk Plus Standard Edition - Subscription Model Annual Maintenance Service for 5 Technicians NEW ESM License	1		
4.	ManageEngine Analytics Plus Professional Edition - Annual Subscription Model Annual subscription fee for Base Pack (2 users included)	1		
5.	Annual subscription fee for Additional 3 users	1		
6.	Annual subscription fee for 44 Viewers pack (for a total of 5 Users)	1		
7.	ServiceDesk Plus Professional Basic Implementation (IMPSPDP002) Base Implementation Pack for ServiceDesk Plus Professional [Portal 1]	1		



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8.	ServiceDesk Plus Standard Basic Implementation (IMPSPDP001) Base Implementation Pack for ServiceDesk Plus Standard [Portal 2]	1		
9.	Remote Scoping and Implementation for Analytics Plus Professional Edition	10		
10	Remote Admin Training for Analytics Plus Professional Edition	4		
SUB-TOTAL				R
VAT (15%)				R
TOTAL PRICE				R

N.B. Please complete the above pricing schedule and also submit a detailed cost breakdown for each required item on official company letterhead.

5. BIDDING CONDITIONS FOR THIS RFQ

The following conditions will apply to this request for quotations:

- 1) Price(s) quoted must be valid for at least (30) days from date of your offer.
- 2) Price(s) quoted must be inclusive of VAT, if applicable.
- 3) The bidder is required to submit:
 - a) proof of B-BBEE Status Level of contributor, to claim points as per SBD 6.1
 - b) An EME is required to submit a sworn affidavit confirming their annual total revenue of R10 million or less and level of black ownership to claim points as per SBD 6.1
 - c) A QSE is required to submit a sworn affidavit confirming their annual total revenue of between R10 million and R50 million and level of black ownership or a B-BBEE level verification certificate to claim points. As per SBD 6.1
- 4) **No award will be made to a service provider who is not registered on CSD.** To register <https://secure.csd.gov.za/>.
- 5) Quotations equal to above R 2000 (VAT included) must be accompanied by the relevant SBD documentation as per section 3 of this document for Quotations duly completed.
- 6) The successful provider will be the one scoring the highest points in the event of the lowest bid being higher than R 2000. (vat inclusive).
- 7) For goods/ services below R 2000 the successful bidder will be one with cheapest acceptable quotation.
- 8) SARAO reserves the right to withdraw any invitation to quote and/or to re-advertise or to accept a part of it. SARAO does not bind itself to accepting the lowest quotation.
- 9) This request for quotations is subject to the National Treasury general conditions of contract (GCC) and, if applicable, any other special conditions of contract.
- 10) **Payment terms is within 30 days from date of receipt of invoice and when goods have been delivered. (No Pre- Payment allowed).**
- 11) **Where supplier terms and conditions are different from SARAO set terms and conditions**

**SBD4
BIDDER'S DISCLOSURE**

1. PURPOSE OF THE FORM

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

2. Bidder's declaration

2.1 Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest¹ in the enterprise, employed by the state?

YES/NO

2.1.1 If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

2.2

Full Name	Identity Number	Name of State institution

Do you, or any person connected with the bidder, have a relationship with any person who is employed by the procuring institution? **YES/NO**

¹ the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.



2.2.1 If so, furnish particulars:

.....
.....

2.3 Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract?

YES/NO

2.3.1 If so, furnish particulars:

.....
.....

3 DECLARATION

I, _____ the _____ undersigned, (name)..... in submitting the accompanying bid, do hereby make the following statements that I certify to be true and complete in every respect:

- 3.1 I have read and I understand the contents of this disclosure;
- 3.2 I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;
- 3.3 The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium² will not be construed as collusive bidding.
- 3.4 In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.5 The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 3.6 There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.

² Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.



3.7 I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....
Signature	Date
.....
Position	Name of bidder

SBD 6.1

PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2022

This preference form must form part of all tenders invited. It contains general information and serves as a claim form for preference points for specific goals.

NB: BEFORE COMPLETING THIS FORM, TENDERERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF THE TENDER AND PREFERENTIAL PROCUREMENT REGULATIONS, 2022

1. GENERAL CONDITIONS

1.1 The following preference point systems are applicable to invitations to tender:

- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and

1.2 To be completed by the organ of state

a) The applicable preference point system for this tender is the **80/20** preference

point system.

- b) The **80/20 preference point system** will be applicable in this tender. The lowest/highest acceptable tender will be used to determine the accurate system once tenders are received.

1.3 Points for this tender (even in the case of a tender for income-generating contracts) shall be awarded for:

- (a) Price; and
(b) Specific Goals.

1.4 **To be completed by the organ of state:**

The maximum points for this tender are allocated as follows:

	POINTS
PRICE	80
SPECIFIC GOALS	20
Total points for Price and SPECIFIC GOALS	100

1.5 Failure on the part of a tenderer to submit proof or documentation required in terms of this tender to claim points for specific goals with the tender, will be interpreted to mean that preference points for specific goals are not claimed.

1.6 The organ of state reserves the right to require of a tenderer, either before a tender is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the organ of state.

2. DEFINITIONS

- (a) **“tender”** means a written offer in the form determined by an organ of state in response to an invitation to provide goods or services through price quotations, competitive tendering process or any other method envisaged in legislation;
- (b) **“price”** means an amount of money tendered for goods or services, and includes all applicable taxes less all unconditional discounts;
- (c) **“rand value”** means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;
- (d) **“tender for income-generating contracts”** means a written offer in the form determined by an organ of state in response to an invitation for the origination of income-generating contracts through any method envisaged in legislation that will result in a legal agreement between the organ of state and a third party that produces revenue for the organ of state, and includes, but is not limited to, leasing and disposal of assets and concession contracts, excluding direct sales and

disposal of assets through public auctions; and

- (e) **“the Act”** means the Preferential Procurement Policy Framework Act, 2000 (Act No. 5 of 2000).

3. FORMULAE FOR PROCUREMENT OF GOODS AND SERVICES

3.1. POINTS AWARDED FOR PRICE

3.1.1 THE 80/20 PREFERENCE POINT SYSTEMS

A maximum of 80 points is allocated for price on the following basis:

80/20

$$Ps = 80 \left(1 - \frac{Pt - Pmin}{Pmin} \right)$$

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmin = Price of lowest acceptable tender

3.2. FORMULAE FOR DISPOSAL OR LEASING OF STATE ASSETS AND INCOME GENERATING PROCUREMENT

3.2.1. POINTS AWARDED FOR PRICE

A maximum of 80 points is allocated for price on the following basis:

80/20

$$Ps = 80 \left(1 + \frac{Pt - Pmax}{Pmax} \right)$$

Where

Ps = Points scored for price of tender under consideration

Pt = Price of tender under consideration

Pmax = Price of highest acceptable tender

4. POINTS AWARDED FOR SPECIFIC GOALS

4.1. In terms of Regulation 4(2); 5(2); 6(2) and 7(2) of the Preferential

Procurement Regulations, preference points must be awarded for specific goals stated in the tender. For the purposes of this tender the tenderer will be allocated points based on the goals stated in table 1 below as may be supported by proof/ documentation stated in the conditions of this tender:

Table 1: Specific goals for the tender and points claimed are indicated per the table below.

Note to tenderers: The tenderer must indicate how they claim points for each preference point system.)

SPECIFIC GOALS (80/20)

B-BBEE Status Level of Contributor	1	2	3	4	5	6	7	8	Non-compliant contributor 0
Contributor Number of Points for Preference (80/20) between R2000 and R50m	20	18	14	12	8	6	4	2	
Points Claimed (Supplier to complete)									

DECLARATION WITH REGARD TO COMPANY/FIRM

4.2. Name _____ of company/firm.....

4.3. Company _____ registration _____ number: _____

4.4. TYPE OF COMPANY/ FIRM

- Partnership/Joint Venture / Consortium
- One-person business/sole propriety
- Close corporation
- Public Company
- Personal Liability Company
- (Pty) Limited
- Non-Profit Company
- State Owned Company

[TICK APPLICABLE BOX]

4.5. I, the undersigned, who is duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the specific goals as advised in the tender, qualifies the company/ firm for the preference(s) shown and I acknowledge that:



- i) The information furnished is true and correct;
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 4.2, the contractor may be required to furnish documentary proof to the satisfaction of the organ of state that the claims are correct;
- iv) If the specific goals have been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the organ of state may, in addition to any other remedy it may have –
 - (a) disqualify the person from the tendering process;
 - (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;
 - (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
 - (d) recommend that the tenderer or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
 - (e) forward the matter for criminal prosecution, if deemed necessary.

.....
SIGNATURE(S) OF TENDERER(S)

SURNAME AND NAME:

DATE:

ADDRESS:

.....

SBD 7.2 - CONTRACT FORM - RENDERING OF SERVICES SCHEDULE 5

THIS FORM MUST BE FILLED IN DUPLICATE BY BOTH THE SERVICE PROVIDER (PART 1) AND THE PURCHASER (PART 2). BOTH FORMS MUST BE SIGNED IN THE ORIGINAL SO THAT THE SERVICE PROVIDER AND THE PURCHASER WOULD BE IN POSSESSION OF ORIGINALLY SIGNED CONTRACTS FOR THEIR RESPECTIVE RECORDS.

PART 1 (TO BE FILLED IN BY THE SERVICE PROVIDER)

1. I hereby undertake to render services described in the attached bidding documents to (name of the institution) in accordance with the requirements and task directives / proposals specifications stipulated in Bid Number..... at the price/s quoted. My offer/s remain binding upon me and open for acceptance by the Purchaser during the validity period indicated and calculated from the closing date of the bid.
2. The following documents shall be deemed to form and be read and construed as part of this agreement:
 - (i) Bidding documents, viz
 - Invitation to bid;
 - Tax clearance certificate;
 - Pricing schedule(s);
 - Filled in task directive/proposal;
 - Preference claims for Broad Based Black Economic Empowerment Status
 - Declaration of interest;
 - Declaration of bidder's past SCM practices;
 - Certificate of Independent Bid Determination;
 - Special Conditions of Contract;
 - (ii) General Conditions of Contract; and
 - (iii) Other (specify)
3. I confirm that I have satisfied myself as to the correctness and validity of my bid; that the price(s) and rate(s) quoted cover all the services specified in the bidding documents; that the price(s) and rate(s) cover all my obligations and I accept that any mistakes regarding price(s) and rate(s) and calculations will be at my own risk.
4. I accept full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on me under this agreement as the principal liable for the due fulfilment of this contract.
5. I declare that I have no participation in any collusive practices with any bidder or any other person regarding this or any other bid.
6. I confirm that I am duly authorised to sign this contract.



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NAME (PRINT)	WITNESSES
CAPACITY	1
SIGNATURE	2
NAME OF FIRM	DATE:
DATE	



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GENERAL CONDITIONS OF CONTRACT

The National Treasury General Conditions of Contract shall govern the contractual relationship between SARAO and the successful bidder. The contract is not attached, however is accessible on SARAO's website -<http://www.sarao.ac.za/tenders/procurement-documents>

BID SIGNATURE (SBD 1)

I, the bidder, warrant by signature as having read and accepted each page in this document including any annexures attached to this document. I undertake to supply all or any of the goods, works, and services described in this procurement invitation to SARAO in accordance with the conditions requirements and specifications stipulated in this bid document at the price/s quoted. I confirm that I have satisfied myself as to the correctness and validity of my offer/bid in response to this invitation, covering all my obligations and I accept that any mistakes regarding price(s), rate(s), and calculations are at my own risk.

My offer remains binding upon me and open for acceptance by SARAO during the validity period indicated and calculated from the closing time of bid invitation. I accept full responsibility for the proper execution and fulfilment of all obligations and conditions devolving on me in terms of this document as the principal liable for the due fulfilment of the subsequent contract conditions if awarded to me.

I declare that during the bidding period did not have access to any NRF proprietary information or any other matter that may have unfairly placed our bid in a preferential position in relation to any of the other bidder(s).

I confirm that I am duly authorised to sign this offer/ bid response.

NB: Failure to provide / or comply with any of the above particulars may render the bid invalid.

Signature of bidder: